



Date

Customer Name

Billing Address

City, State Zip

NOTICE OF COPPER RETIREMENT

ACTION REQUIRED: Please contact CenturyLink before March 31, 2017 to avoid service interruption.

Dear <Customer Name>,

Currently, CenturyLink brings voice and/or High-Speed Internet Service to your home over copper cables. However, CenturyLink is upgrading to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve you and your neighbors, as Hennepin County rebuilds 66th Street between Cedar Ave and Vincent Avenue.

Our plan is to retire copper facilities in your area on or after March 31, 2017 but no later than May 15, 2017. To continue to provide you service, CenturyLink will have to move your service to the new fiber-optic facilities.

You must contact us before March 31, 2017 to ensure continued and uninterrupted service.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from CenturyLink, except that your service will not work, including the ability to dial 911, in the event of a power outage. CenturyLink has battery backup solutions available for purchase that will be explained when you contact us. Although we are upgrading the network from copper to fiber services, you may continue to subscribe to the same voice service at the same price, terms, and conditions except for the 911 limitations mentioned above.

If you subscribe to **High-Speed Internet Service** with CenturyLink, the migration to fiber **will require CenturyLink to install new equipment** at your location. *A CenturyLink technician will install the new modem at no charge once you confirm your Internet service order and set an appointment for installation.* You may also choose to upgrade your High-Speed Internet Service to a higher speed, and learn about special offers that may be available to you, by contacting the CenturyLink retail store noted below or by visiting us online at <https://www.centurylink.com>. The price for any upgraded service may be lower or higher than what you currently pay for High-Speed Internet access.

If you have alarm monitoring, a fax machine or any other services not purchased from CenturyLink that rely on your phone line, please let our representative know so that you can continue to use these services.

Please review our Frequently Asked Questions for additional information about the fiber upgrade by visiting www.centurylink.com/richfield-minnesota. If you still have questions about the copper retirement or the services that will be available to you, please call us at **800-764-9504** between **10:00am and 7:00pm (Central Time), Monday through Friday**. You may also call or visit us at our CenturyLink retail store located at **1629 W County Road C in Roseville** (near Lunds & Byerlys), 651-631-2682, Monday through Saturday between 9:00am and 7:00pm or Sunday between 11:00am and 5:00pm (Central Time). Or, you may visit us online at <https://www.centurylink.com/>.



You may also contact the FCC at <https://consumercomplaints.fcc.gov/hc/en-us> or your state regulatory commission if you have any questions.

Minnesota Public Utilities Commission
121 7th Place East
Suite 350
St. Paul, MN 55101
(651) 296-0406

Abdennaceur Jamal Boudhaouia
CenturyLink
Regulatory Operations Director
700 West Mineral Ave
Littleton, CO 80120
(303) 707-8561

Thank you for choosing CenturyLink for your communication needs—we value you as our customer.

CenturyLink may change, cancel, or substitute offers and services, or vary them by service area, at its sole discretion without notice. All products and services listed are governed by tariffs, terms of service, or terms and conditions posted at centurylink.com. Certain offers may require contracts; customers must accept HSI Subscriber Agreement prior to using service. Additional restrictions apply.

Frequently Asked Questions:

Why is CenturyLink upgrading to fiber?

CenturyLink must vacate existing conduits and will be installing fiber to meet the higher speeds and bandwidth demanded by our customers today and in preparation for the future. Also, the quality, performance, and reliability the fiber delivers for dial tone voice, Internet Access, and other services are far superior to copper.

I am a current customer of CenturyLink. Do I need new equipment?

Yes, you will need to change your modem if you have High Speed Internet service from CenturyLink. The new modem will be provided to you at no additional cost.

A CenturyLink Technician will install a new device called an Optical Network Terminal (ONT) for connecting the fiber at no cost to you as well. You will also be offered the option to purchase a battery backup solution to ensure that your equipment continues to operate in the event of a commercial power outage.

Our Technician will be able to answer any questions you have about your new equipment and will make sure that everything is working properly before he or she leaves your home.

What if I don't want to move to fiber?

We will be removing the copper facilities from your area and once the copper retirements are complete we will only be providing services over fiber facilities. So in the future, all services that will be available from CenturyLink will be provided over fiber.

Will my service or rates change as a result of the fiber upgrade?

Your existing dial tone service will not change. Any DS1 service will also remain the same unless you choose to move to another service. Your High Speed Internet service will be served on fiber and higher speeds will be available to you. One of our agents will discuss with you your options for keeping the same service or moving to new higher speed services when you call to establish an appointment for our Technician to install the required equipment.

Will my Emergency 911 service work the in the same way?

You will not have Emergency 911 service in the event of a power outage unless you have battery backup.

This transfer will not result in any change to the voice service that you currently receive from CenturyLink, except that in the event of a power outage your service will not work, including the ability to dial 911, unless you purchase battery backup. CenturyLink has battery backup solutions available for purchase that will be explained when you contact us.

Additionally, other network related factors could impact your ability to make calls, including 911, with or without battery backup.

What is the battery backup solution?

CenturyLink will provide you with the option to purchase backup batteries that will power your dial tone voice service in the event of a commercial power outage. A battery backup will improve the service's ability to function in such an event. With an active battery, the battery backup will provide temporary backup power for the devices in your home that provide basic voice services as well as access to dial Emergency 911. The battery backup may not guarantee functionality in the event of a power outage depending on the nature of the outage or if the Service network is out of operation.

What if I have a different provider other than CenturyLink?

Providers using CenturyLink's copper facilities have been notified regarding the copper to fiber transition. Your provider should be contacting you regarding options available.